

AHRQ Diagnostic Safety Supplemental Item Set for the Medical Office Survey on Patient Safety Culture Pilot Test, Supporting Statement A

Attachment C: Medical Office Point of Contact (POC) Instructions

Draft Diagnostic Safety Supplemental Item Set
Medical Office Point of Contact (POC) Instructions

3/13/19

Medical Office Survey on Patient Safety Culture Survey Implementation Procedures for the Point of Contact (POC)

Westat will electronically provide you with promotional flyers and a draft letter of support that you will customize and have signed by your leadership. Please notify us at the contact information below if anyone on your staff list no longer works in your medical office.

WHAT YOU NEED TO DO NOW

Target Dates	Activities
Upon receipt	<input type="checkbox"/> Disseminate promotional flyers to eligible providers and staff on your list. <input type="checkbox"/> Verify that the link to the web survey is accessible in your medical office.

NEXT STEPS

Target Dates	Activities
Beginning of Week 1: Start of Survey Data Collection	<ul style="list-style-type: none">❖ Westat will email letters of support from your leadership to the provider and staff members on your list.❖ A few days later, Westat will email instructions on how to access the web survey to your providers and staff members.
Week 2	<ul style="list-style-type: none">❖ Westat will email thank you/reminders with a web survey invitation to providers and staff members that did not complete the survey.
Week 3	<ul style="list-style-type: none">❖ Westat will send 2nd email thank you/reminders with a web survey invitation to providers and staff members that did not complete the survey.
Week 5	<ul style="list-style-type: none">❖ Westat will send the final email thank you/reminders with a web survey invitation to providers and staff members that did not complete the survey.

Thank you for your support in promoting responses from 100% of your medical office providers and staff so that the survey results will reflect everyone's perspective.

Please contact our Study Manager at DiagnosticSafety@westat.com or 1-855-390-2448 if you have questions.